

**Town Administrator
Warren, Massachusetts**

Summary of Position Responsibilities:

In accordance with the provisions of G.L. c. 41, §23A, the Town Administrator performs complex professional, administrative, and management work in providing daily control over ongoing Town activities, as well as assisting and advising the Board of Selectmen to discharge the duties of their office. As the senior member of the Town's professional staff, the Town Administrator leads and facilitates the work of the Town's operating agencies to ensure effective and efficient delivery of Town services. The Town Administrator acts as the agent for the Board of Selectmen and serves as the Board's initial point of contact.

The Administrator provides executive leadership for the Town in areas of policy formulation, fiscal affairs, labor relations, and organizational development. The position has access to considerable confidential and sensitive information, requiring the application of a sophisticated level of judgment. Errors could result in significant confusion and delay, continuing adverse effect on the Town's ability to deliver services, loss of municipal revenues, improper disclosure of confidential information, could have legal and financial repercussions, and/or cause adverse public relations.

Description of Supervision/Supervisory Responsibilities:

The Town Administrator is appointed by, is responsible to, and works under the policy direction of the Board of Selectmen. The employee is required to exercise considerable and significant independent judgment and initiative, within established policies and procedures and the requirements of federal, state and local law (as applicable), with minimal direct supervision. This position has direct supervisory responsibility for all personnel reporting to the Board of Selectmen and indirect supervisory responsibility for all other Town employees, excluding only school employees, Warren Water Departments, and Sewer Departments unless otherwise provided by law.

Essential Functions of Job:

- Serves as Chief Administrative Officer.
- Supervises, directs, and assumes responsibility for the efficient administration of all functions and activities for which the office of Town Administrator is given authority, responsibility, or control by by-law, by Town Meeting vote, and by vote of the Board of Selectmen.
- In coordination with Town departments and committees, plans, directs and supervises the work of the Office of the Selectmen and Administrator, including preparation, monitoring and oversight of department operating budget; plans and organizes workloads and staff assignments under his/her jurisdiction; trains, motivates and evaluates assigned staff.
- Conceptualizes and puts into operation department and Town-wide goals and objectives.
- Facilitates adoption of long and short-range goals and objectives in conjunction with

Selectmen and oversees implementation; evaluates current programs and services and recommends changes to meet emerging needs.

- Analyzes complex and difficult administrative problems and develops relevant and realistic plans, programs, and recommendations.
- Provides professional advice to a variety of officials, departments, boards and committees concerning the development, implementation and administration of the policies, goals, regulations, and statutory requirements related to the administration and operation of the Town managing diverse projects.
- Coordinates the activities of many independent boards, commissions, and departments; required to attend meetings of other boards, commissions and committees frequently; must maintain a close working relationship with all members of the Board of Selectmen and all municipal department heads.
- Prepares for Town Meetings, including preparation of town meeting warrants and specific warrant articles, and coordination of articles with the Boards, Committees, Town Counsel and all appropriate departments; answers questions regarding warrant articles and matters under his/her jurisdiction; recommends to the Board or other Town officials/agencies adoption of measures requiring action by them or Town Meeting.
- Prepares a variety of reports, memoranda, presentations, analytical and statistical reviews, and correspondence.
- Oversees the use of all Town facilities and property under the jurisdiction of the Board of Selectmen; directs the maintenance and repair of all Town buildings and facilities; ensures that a full and complete inventory of all property of the Town, both real and personal, is maintained; ensures that adequate liability, casualty, motor vehicle, and other insurance policies are maintained.
- Acts as primary liaison with all legal counsels on matters relevant to the Town and assists Town Counsel with preparation of litigation.
- Identifies available grants and prepares and submits grant applications; overall responsibility for administration of grant funds received and ensuring compliance with grant requirements.
- Establishes working relationships with and acts as the Board of Selectmen's representative to regional organizations and appropriate county, state, and federal officials and departments.
- Answer's complaints and refers complaints to the proper Town department for attention and submits recommendations for the disposition of specific complaints to the Board of Selectmen; develops and administers processes required to resolve complaints, concerns, and issues from the public and from within the Town.
- Oversees and ensures that infrastructure requirements (i.e., computer information systems, databases, records) are managed effectively; drafts budget requirements/purchases plans for necessary technical replacements and/or upgrades that are compliant to applicable standards and needs.
- Provides training support for newly-elected Board of Selectmen, including, but not limited to, policies and current issues and background information.
- Responds to inquiries and requests for information from the public, Town officials and employees, and other government officials, among others.

Serves as Chief Personnel Officer:

- Directs and administers all Human Resources' functions for all Town personnel, with the exception of School personnel, Water Department, and Sewer Department to include, but not limited to, wage and salary administration, position descriptions and job classifications, collective bargaining negotiation and administration, policy administration, grievance procedure administration, program administration, performance evaluations and fringe benefit oversight which includes school employees benefits on specific items; oversees the maintenance of centralized personnel files.
- Makes recommendations on personnel staffing requirements; oversees staffing and recruitment processes; serves on selection teams as appropriate; processes all proper documentation for new hires including coordination with payroll and accounting.
- Town Administrator shall appoint or remove, subject to the approval of the Board of Selectmen, - all department heads, officers, members of boards and commissions, and all other employees appointed by the Selectmen.
- Responsible for the promulgation, implementation, and administration of the personnel policies and practices, rules and regulations, and procedures, consistent with federal, state and local laws.
- Conducts collective bargaining and contract negotiations, and dispute resolution involving any labor matter within the purview of the Board of Selectmen; and monitors the implementation of collective bargaining agreements.
- Assures compliance with all state and federal personnel mandates (i.e., ADA, FMLA, Sexual Harassment, Ethics, unemployment, workers' compensation, discrimination prevention, and the like), and any applicable local laws, policies and procedures (i.e., CORI).
- Serves as the Town's Equal Employment/Affirmative Action Officer; ADA Coordinator; Sexual Harassment Officer.
- Develops, conducts or provides for training for Town officials and employees as needed in federal, state and local statutes, policies and by-laws related to human resources issues; develops training topics and conducts training for the professional development of the staff.
- Provides management direction and advice for all personnel/human resource activities for the Town; motivates and coaches managers and department heads as necessary.
- Administers workers' compensation, compensation pursuant to G.L. c. 41, §111F, property and casualty insurance, general liability insurance, unemployment compensation and all other insurance for the Town of Warren and School Department; in conjunction with the Treasurer administers, selects and monitors employee benefits plans; serves as the Town's representative on a multi-town health insurance purchasing consortium board.
- Participates in the investigation and representation of the town in administrative matters such as unemployment, workers' compensation and discrimination complaints/hearings/proceedings.
- Performs CORI checks and coordinates the Town's employee benefit programs/plans.

Serves as Chief Financial Officer:

- In conjunction with the Town Accountant, ensures that full and complete records of the financial and administrative activities of the Board of Selectmen are maintained.
- Prepares full a report of all Town administrative operations as requested.
- Prepares the annual budget for the Town and submits to Board of Selectmen for review and approval. Budget then goes to Advisory Committee for review.
- Serves as Chief Procurement Officer.
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Minimum Competencies:

- Thorough knowledge of the Massachusetts General Laws as they apply to municipal operations.
- Thorough and comprehensive knowledge of the functions of municipal government.
- Thorough knowledge of Open Meeting Law, Public Records Law, State Ethics Law, Municipal Finance and Procurement laws.
- Working knowledge of: the interaction between local, state, and federal government; business administration practices and general office procedures; information systems; and municipal budget and capital planning.
- Ability to communicate effectively and professionally with, and establish and maintain cooperative relationships with: Town officials, boards, committees and commissions, employees and staff; federal, state, county, and regional governmental representatives; officials and staff from other municipalities; community leaders, and local civic and social organizations; and, importantly, the public; contacts require a high level of persuasiveness, resourcefulness, discretion, and negotiating skills to influence the decisions and behavior of other parties.
- Ability to analyze a variety of personnel and management problems and make reasoned recommendations for their resolution.
- Proven leadership ability, strong interpersonal skills, and a high degree of motivation, initiative, and resourcefulness.
- Ability to communicate effectively in written and oral form.
- Ability to work in high pressure situations, as necessary, and deal effectively with frequent interruptions.
- Good organizational skills, detail oriented, and able to work independently.
- Ability to handle multiple tasks, prioritize effectively, and meet deadlines.
- Ability to plan and effectively manage municipal budget.
- Proficient in word processing and spreadsheet software (such as MS Word and Excel).
- Proficient in social media platforms (Facebook, Twitter, and YouTube) and virtual meeting platforms (MS Teams, Zoom).
- Working knowledge of municipal website design.
- Honesty, reliability, discretion, and good judgment are essential.

Education and Experience/Other Requirements:

- Bachelor's Degree in Public Administration or related field; Master's Degree preferred.
- At least 3 years municipal experience, preferably in an administrative role; or any equivalent combination of education, training and experience which provides the required knowledge, skills and abilities to perform the essential functions of the job.
- Experience in collective bargaining, human resource management, purchasing, and conflict management and resolution is preferred.
- Massachusetts Certified Public Purchasing Officer designation preferred.
- Valid Massachusetts Driver's License, and satisfactory driving record, required.
- Per G.L. c. 41, §23A, the Town Administrator may not hold any elective town office.

Physical Requirements/Work Location:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This is an office-based job in a dynamic municipal office, and work is generally performed under typical office conditions. The Town Administrator may frequently be required to work outside of normal business hours, and may be contacted at home at any time to respond to important situations and emergencies. The Town Administrator is required to attend all Board of Selectmen evening meetings, all Town Meetings, and other evening and weekend meetings and events, as necessary. Travel on official business required.

While performing the duties of the Town Administrator, the employee is required to: interact and communicate frequently with: the public; all Town boards, committees, commissions and officials; Town staff and employees; state, federal, county, district, and regional government officials, employees and staff; civic and community organizations; and/or third parties transacting business with the Town; operate standard office equipment including computers and keyboards, at efficient speed; and move throughout the municipal office. Lifts/moves objects weighing up to 10 pounds.

FLSA status

This position is exempt under the Fair Labor Standards Act.

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required. This job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer as the needs of the employer and/or requirements of the job change.

Date adopted/revised: 4/14/2021